

To reduce transaction time on admission & financial counselling process for Day Surgery turned inpatient cases



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Background & Aim

Patients who require admission must undergo Financial Counselling (FC) where the estimated bill size and Medisave withdrawal limits are shared. For Day Surgery (DS) patients who require admission post-surgery, their caregiver or family member must visit Main Admissions for FC while the patient remains at DS waiting for the admission procedure to be completed and a bed is assigned.

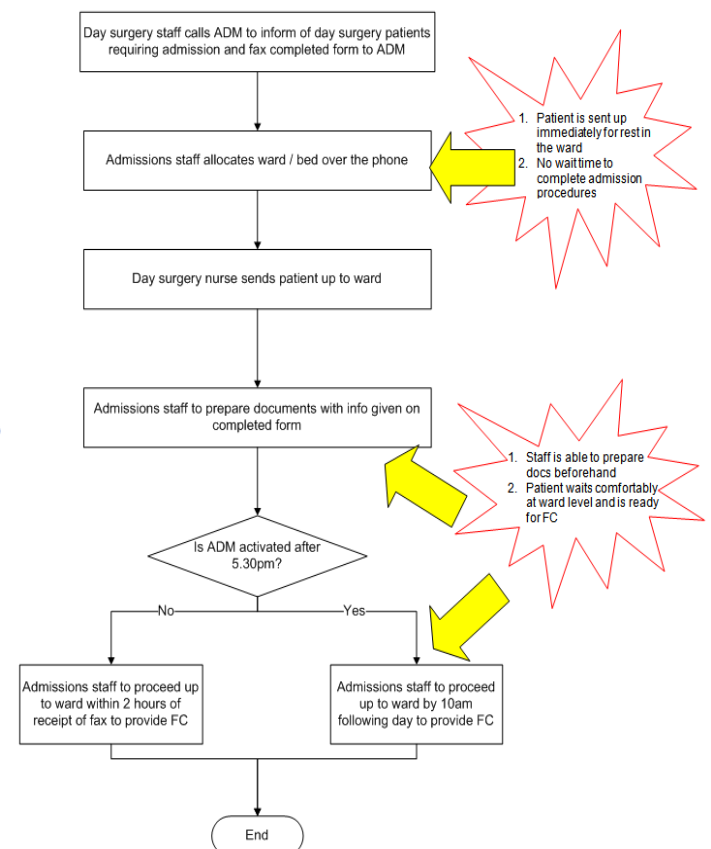
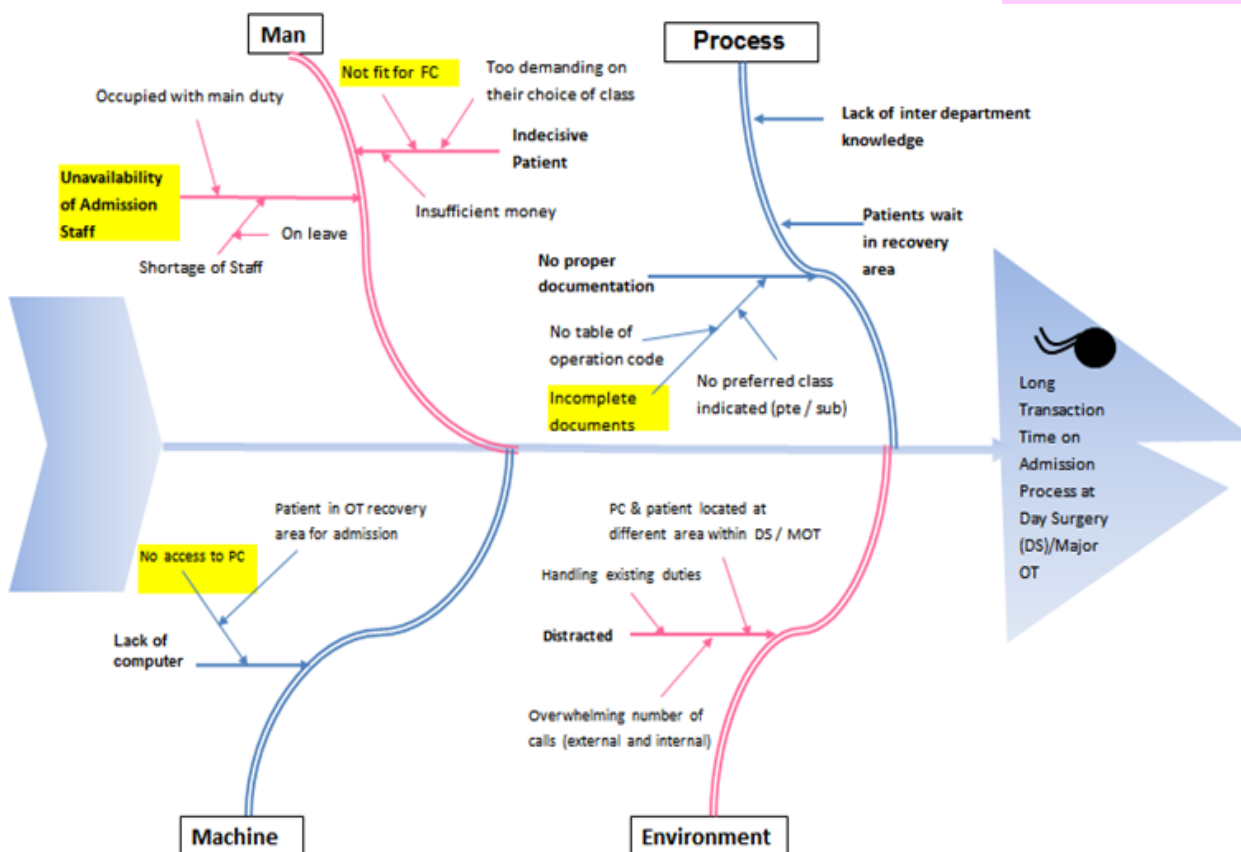
As part of service improvement initiative, from December 2012, Main Admissions team started to provide FC and process admission for DS patients by the bedside either at DS or Major Operating Theatre (MOT).

However, even with this, a long transaction time still persist and thus we set out to reduce transaction time for FC and admission process for patients.

Methods

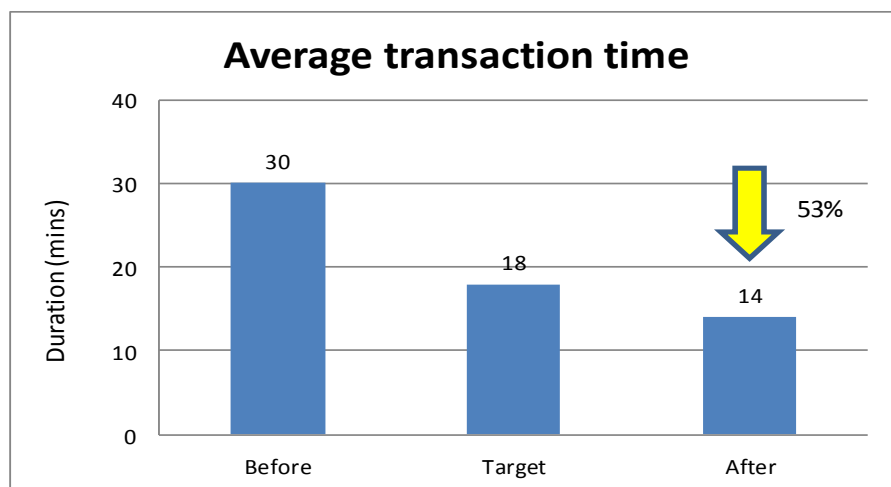
i) With the use of fish bone diagram, the team identified the root causes and worked on possible solutions.

ii) With the root causes identified, the team brainstormed and came up with a new workflow (below) to address the various bottlenecks.



Results

With the new workflow, there was a significant reduction of 53% in the transaction time.



Tangible Benefits

Estimated \$2,863 cost savings per year derived from manpower due to shorter turnaround time in the process.

Intangible Benefits

Both patients and staff benefited. These include:

- Better patient satisfaction. Patient can be transferred to the ward immediately.
- Improved efficiency
- Improved work productivity - cross departments. Day Surgery can turn around post-op beds faster.
- Improved overall team morale

More importantly, this project has also allowed staff the opportunity to collaborate with colleagues from other departments as part of growth and exposure.